Overview:
Composer 8 Routing Applications focuses on the basic skills necessary to develop routing applications for inbound voice interactions. Using business scenarios and hands-on activities, students will learn to design, create, and test routing applications with Composer.
Note: This course uses Genesys Composer to develop inbound voice routing applications to use with Orchestration Server (ORS). The following topics are not covered: native SCXML or ECMAScript programming, development of Genesys Voice Platform (GVP) applications, and migrating IRD strategies to Composer applications.

Software Version:
This course uses Composer version 8.1.2. The course topics also apply to Composer version 8.1.3.

Course Objectives:
After completing this course, a student will be able to:
- Describe the Orchestration platform architecture
- Create, provision, and test a routing application
- Trace messages in an interaction flow
- Deploy a routing application in a production environment
- Use Composer to design routing applications, including:
  - Use the Target block to route to agent groups, skills, and other types of targets
  - Customize the Target block to route based on statistics
  - Customize the Target block to include virtual queues
  - Handle errors in a workflow
  - Use voice treatments
  - Create variables and use them in Composer blocks
  - Use attached data in workflows
  - Use Expression Builder to create routing decisions based on DNIS, caller entered digits, and other attributes

Target Audience:
Composer 8 Routing Applications is intended for routing application developers or anyone in a technical role involved in planning, developing, and testing inbound voice routing applications developed with Composer for use with Orchestration Server version 8.x.

Course Prerequisites:
Courses Required
- Framework 8 Foundation
Skills Required:
- Familiarity with Genesys Framework
Knowledge of programming concepts such as variables, comparison operators, and conditional statements is highly recommended.
- Use List objects from the Configuration Layer
- Access data from a web service
- Access data stored in a database
- Use subroutines to modularize a routing application
- Use the ORS debugger to test and debug routing applications

Course Outline:

Genesys Universal Routing with the Orchestration Platform
- Orchestration Platform components
- Orchestration Platform architecture

Introduction to Composer
- Navigating Composer
- Composer projects, workflows, and interaction process diagrams
- Generating code, publishing, and provisioning a routing application

Interaction Messaging
- How Genesys components work together during a customer interaction
- Messaging between Genesys components during a customer interaction

Maintaining and Deploying Routing Applications
- Importing routing applications
- Copying routing applications
- Deploying routing applications in production

Routing Targets and Error Handling
- Customizing Target blocks: agent groups and other target types
- Error handling and overflow

Treatments
- Overview
- Mandatory treatments
- Busy treatments

Variables and Branching
- Creating variables
- Assigning values to variables
- Branching and making decisions
- Attaching user data

Debugging
- Configuring the debugger
- Stepping through a workflow with the debugger
- Using breakpoints and watch expressions
Business Hours and Call Data
- Routing based on business hours
- Routing based on DNIS and ANI
Lists
- Creating lists in Genesys
- Accessing lists from a routing application
Web Services and Custom Backend Logic
- Accessing web services from a routing application
- Using custom backend logic with a routing application
Database Access
- Accessing a database with a Select statement
- Accessing a database with a stored procedure
- Working with database results
Custom Blocks and Subroutines
- Creating and using custom blocks
- Creating subroutines
Skill-Based Routing
- Configuring skill-based routing
- Using skill-based routing targets
Statistics
- Describing the role of statistics in routing
- Building a routing application that uses statistics
Virtual Queues
- Describing virtual queues
- Using virtual queues in a routing application
- Viewing virtual queue statistics in CCPulse+ reports